



# INFRONT TRAINING STUDENT HANDBOOK

RTO CODE 31137

Infront Training Pty Ltd

Trading as

My Solution Training

## A Message from the Director

Congratulations on choosing My Solution Training for your training.

My Solution Training started as a small operation consisting of two dump trucks.

I arrived at MST for a simple Standard 11 Induction refresher and was offered a job due to my mining and civil experience.

I decided to take the leap into becoming a qualified trainer assessor.

Admittedly I was hesitant at first because I was sure I would retire in the mines, as I enjoyed a mining career.

I quickly found my passion for *quality* training and giving people the opportunity to begin a worthwhile career that I myself experienced. I spent several years as a trainer assessor before becoming a business partner and eventually owning the business.

My Solution Training offer's students a real life mining experience that I had not been able to find elsewhere. Purchasing the business meant I could expand on this and really work to fill the gap in the market for high quality, personalised training with better educational and career opportunities for students. I have made it my mission to provide our students with the most inspiring experience I could achieve.

Our 25-acre purpose-built training-centre was developed with this in mind, new machines were purchased to achieve the best outcome. We expanded our staff to provide an extra personalised experience and continue to develop our delivery based on industry expertise and experience.

Our team and I have worked hard to provide an unbeatable training experience.

I am proud of what My Solution Training has accomplished and am excited to offer this opportunity to each student who chooses MST as their preferred provider.

Regards,

Mike Thompson

A handwritten signature in blue ink that reads "M F Thompson".

*Director*

*My Solution Training*

## Handbook Disclaimer

This handbook contains information that is correct at the time of printing. Changes to legislation and/or Infront Training Pty Ltd policy may impact on the currency of information included. Infront Training Pty Ltd reserves the right to vary and update information without notice.

Readers are advised to request any additional information, including if changes have occurred by contacting Infront Training Pty Ltd.

This handbook has been prepared as a resource to assist students to understand their obligations and those of Infront Training Pty Ltd. All students must read, understand, be familiar with, and follow the policies and procedures outlined in this handbook.

Further information can be obtained by contacting:

Infront Training Pty Ltd

1/7 Sonia Court, Raceview, QLD 4305

Email: [admin@infront-training.com.au](mailto:admin@infront-training.com.au)

Web: [www.mysolutiontraining.com.au](http://www.mysolutiontraining.com.au)

Phone: 1300 414 341

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## Welcome to Infront Training PTY LTD trading as My Solution Training

We are a Registered Training Organisation (RTO) training based in Raceview, QLD. Infront Training (or) My Solution are run by a dedicated team headed up by our director Mike Thompson. All our staff are here to enhance your learning experience and to ensure that you receive the best training and mentoring possible.

My Solution Training was established as we saw a need for quality one-on-one training on real size mining machinery. We understand how nervous some people are about their capabilities and wanted them to learn in a relaxed atmosphere with trainers who are genuinely nice people.

We wanted people to leave their training feeling pumped about the experience and knowing that they have the ability to tackle any challenge placed in front of them.

The courses we offer are not only designed to give you the knowledge and skills to be able to operate the machinery but to believe in yourself that you have the ability to enter the mining or civil construction sector.

### Mission Statement

*“To give an individual the opportunity through training, qualification, experience, knowledge and skills required to improve their employment future.”*

### Courses offered by Infront Training

My Solution Training offers several mining and civil construction including agricultural machinery courses. To discuss your individual needs please contact our office on 1300 414 341 or email [admin@infront-training.com.au](mailto:admin@infront-training.com.au)

For a list of our courses, please visit our website: <https://mysolutiontraining.com.au/course-packages/>

### Pre-enrolment

Infront Training will ensure that students are provided clear accurate and current information about the services offered by Infront Training to enable them to make informed decisions whilst studying. Infront Training ensures students are only offered places in courses for which they have been assessed as having the appropriate skills and experience.

### *Course information*

Detailed course information is available for all courses and course components, eligibility requirements, enrolment information, delivery and assessment arrangements, fees, and other relevant information.

### *Eligibility for enrolment*

For some training you may need to satisfy certain entry requirements to be considered eligible for admission. For example, there may be pre-requisites required or specific conditions relating to subsidised programs. Information on eligibility is supplied to you in course information prior to enrolment or can be obtained from administration.

Any student who enrolls with Infront Training Pty Ltd will be required to obtain or provide their Unique Student Identification (USI). Infront Training Pty Ltd is obligated under the Student Identifiers Act 2014 to ensure that all students are issued a USI.

Please see **Issuing Statement of Attainment** in this handbook for more information.

### *Before you enrol*

Before you enrol in any training with Infront Training you should take the time to read and understand this handbook taking particular attention to information on fees, payments, refunds, cancellations, code of conduct, complaints and appeals. Individual customised packages promotional pricing or other prices will be discussed with you prior to enrolment.

It is the responsibility of each learner to ensure that they understand the information provided. Should you have questions about any contents of this handbook please contact My Solution Training on 1300 414 341 or [admin@infront-training.com.au](mailto:admin@infront-training.com.au)

## Student Code of Conduct

When attending a course with Infront Training we will require you to read and understand the Student Code of Conduct. The Code of Conduct Agreement must be signed by each student when checking in for the morning of each day of training.

Infront Training is committed to providing a safe and respectful environment for all learners and we ask that all students comply with the code of conduct accordingly to achieve that.

1. Students must be wearing **appropriate clothing** at all times as per confirmation email provided at time of booking.
2. Students are **NOT** permitted on Infront Training Pty Ltd premises while adversely affected by drugs or alcohol. Students **may be required to complete a breath test / drug test** prior to operation of machinery.  
The possession use or sale of illicit substances on premises is strictly forbidden.
3. **Mobile phones** must be turned off or put on silent unless prior permission is received from the trainer.
4. **Smoking** is only permitted in designated smoking areas such as directed by trainer or management. Smoking is **NOT permitted** within any buildings, machinery or balcony of the premises regardless of weather conditions.
5. Students must be **punctual** and **prepared**. If running late for a genuine reason students must contact their booking agent or 1300 414 341. Students failing this may not be allowed to complete the course and no refund will be due.
6. Students are expected to treat staff and fellow students courteously and with consideration at all times. **Bullying/offensive language/discrimination** due to race, sex, religion **will not be permitted** under any circumstances. Any student found to be engaging in these behaviours will be spoken too and if not resolved will be asked to leave the premises immediately.
7. Students are required to take reasonable care of the Infront Training Pty Ltd equipment and facilities.
8. We are committed to promoting a safe and healthy work and study environment and recognise our obligation under the Workplace Health and Safety Act. To provide and maintain an environment where our employees and students are not exposed to hazards.  
The WH&S Act also requires individuals to take responsibility for contributing to their own safety in all circumstances. Conduct which constitutes a danger to anyone's health safety or personal well-being of themselves or others will not be tolerated.  
This includes (but is not limited to) physical abuse, threatening behaviour, harassment, discrimination, possession of dangerous weapons, or the creation of a condition that endangers or threatens the health and safety of themselves or others.
9. Misuse of training centre property, vandalism, theft, malicious or unwarranted damage or destruction, defacing, disfiguring or unsafe or unauthorised use of property is a violation of the Student Code of Conduct and can lead to prosecution.
10. Confidentiality – as an enrolled student you may become familiar with information that is confidential to that workplace. You must not divulge any information that you may become aware of.

11. If you have concerns about any aspect of our service or suggestions about improving services we want to know about them. You can bring your concerns and suggestions to the attention of relevant staff by emailing [admin@infront-training.com.au](mailto:admin@infront-training.com.au)
12. All students must respond to and comply with any reasonable requests made by Infront Training Pty Ltd staff including admin & trainers.

Sanctions including cancellation of training without refund and being asked to leave the training venue may be imposed. This will be the discretion of the director or the trainer in charge if the director is absent from the premises.

## Your Privacy

Infront Training Pty Ltd values the importance people place on their privacy and personal information. In line with the requirements of the National Privacy Principles of the Commonwealth Privacy Act and (1998) we will treat your privacy with respect. In some cases we will be required by law to make student information available to others such as Registering Bodies from State or Federal Government Departments. In all other cases we ensure that we will seek the written permission of the student before sharing their details.

We may collect information about you and your associates in connection with the performance of this agreement and the services. We may not be able to perform the services if all the information requested by us is not provided. Information collected and held about you and your associates may be used by us in connection with the performance of our obligations under this agreement (including provision of the Services). We may disclose such information to our related bodies corporate and contractors for the purposes of performing the services. Under the Privacy Act 1988 (Cth), individuals have rights of access to and correction of their personal information. We will comply with the Privacy Act 1988 (Cth) and any applicable regulations and codes in connection with the collection and use such information.

## Access to Confidential Information

Confidential information obtained by Infront Training Pty Ltd must be safeguarded. All information about students is not disclosed to third parties without written consent of the student except as required under the Standards for RTOs or by other law or contract requirement. Students are entitled to access their personal records upon request. Students outcomes must be retained and archived for 30 years in a form that is suitable for retrieval and transfer.

Requests to access your own records must be in writing in the following format:

**Email:** [admin@infront-training.com.au](mailto:admin@infront-training.com.au)

**Subject Line:** ATTN: Management – Student Record Request

Students requesting their information may be contacted to verify details for their own privacy protection.



## Student Records

Infront Training Pty Ltd follows the following procedures in regard to student records:

- All enrolment forms are completed by the student prior to training and filed electronically into our record keeping system.
- [LLN assessments](#) are completed by the student prior to training and filed electronically.
- Records of competencies achieved are assessed and completed by trainers and filed by administration electronically. This includes (but is not limited to) dates competency outcomes and trainer notes.
- Infront Training Pty Ltd will maintain a record of all Statements of Attainment achieved by its students

## Issuing Statement of Attainment

Students completing any of the Statements of Attainment (SOA) offered by Infront Training will be provided their certificate within 24 hours of assessments being completed correctly and competency being achieved. Where applicable and appropriate Infront Training will endeavour to issue students with their certificates same day.

The following exceptions may apply:

- **Monies owed:** in the event that a student has monies owing the certificate will be withheld until the outstanding balance is settled.
- **USI Errors:** occasionally USI will not be operational. In the event that USI is not operational Infront Training Pty Ltd is unable to verify & upload qualification as required. Certification will be issued once the USI system is functional again.
- **Completion of multiple SOA's:** a student completing several competencies will be issued all records upon completion of the final unit.

## Collection of Student Feedback

At some stage after completion of training students may be asked to complete a learner questionnaire survey. Infront Training Pty Ltd will store your feedback securely electronically. The feedback required will form part of Infront Training Pty Ltd.'s improvement planning process. Feedback provided in the course will assist with identifying areas for improvement and assist us with the continuous improvement that we are committed to.

## Complaints & Appeals

Infront Training Pty Ltd is committed to providing a healthy fair & equitable learning environment.

## Raising a Concern and/or Complaint

Where a student feels there is a problem or issue students are encouraged to raise this matter with the person concerned or administration staff who may be able to resolve it quickly and informally.

If this is not satisfactory or appropriate students should raise the matter with the Head Trainer who may be able to resolve the issue. If both these steps have not achieved a satisfactory outcome a formal complaint may be lodged. A formal complaint must be in written form. Once lodged the complaint will be referred to our Director who will direct the process of investigating the matter and ensure the student is kept informed usually by way of appointing a dedicated administrative staff member to the complaint to stay in touch with the student.

Infront Training Pty Ltd recognises that administrative/booking staff may have built rapport with its students in the process of the booking process and should a student feel more comfortable with that member of staff they can request that staff member to liaise with on behalf of the Director.

An investigation will be conducted which may result in a mediation as part of the process. Upon conclusion of an investigation, all parties involved will be notified of the detailed outcome in writing.

In the event that the investigation concludes the complaint is substantiated the Director will direct all staff to undertake corrective measures immediately and in an ongoing manner.

In the event that any substantiated allegation is made against a staff member Infront Training Pty Ltd is not at liberty to disclose any disciplinary action against said staff member to the student.

Students may appeal the outcome a complaint by following the below appeals procedure.

Students may appeal any decision resulting from this process or seek to involve an external agency such as the Australian Skills Quality Authority - <https://www.asqa.gov.au/> or Queensland Training Ombudsman. A National Training Complaints Hotline is also available: 13 38 73.

## Appealing an Assessment or Complaint Outcome

Students are provided 28 days to appeal any decision made by Infront Training Pty Ltd. This includes but is not limited to the outcome of a previously lodged complaint, a decision where enrolment is deferred or cancelled or an assessment outcome.

All appeals must be lodged in writing which will be assessed by the Director for validity & potential remedial actions. Any decision made by the Director the student will be advised in writing the outcome of the appeal and the reasons behind it.

In the event that the appeal is substantiated the Director will direct all staff to undertake corrective measures immediately and in an ongoing manner.

Infront Training Pty Ltd has several measures in place to ensure that ample & equitable measures are in place to avoid a 'Not Yet Competent' outcome on assessments.

These may include, but are not limited to:

- Where a 'Not Yet Competent' assessment outcome is achieved we will provide 1 additional day of training at no additional cost to the student before providing a final assessment outcome conducted by a assessor who is independent of the initial assessment outcome
- Providing assistance with theory in line with all regulatory & government body requirements. *Please note:* under no circumstances will we provide you answers. Any assistance provided will still need to ensure that you comprehend all course work
- Providing one-on-one training which while delivered to the required standards is individualised and adapted to the student in an encouraging & supportive environment

Despite this, Infront Training Pty Ltd does not assume guarantee or promise a 'Competent' outcome for any student. Infront Training Pty Ltd is obligated to ensure that all Statements of Attainment issued reflect a result which is satisfactory and no student is issued a Statement of Attainment if the trainer is not satisfied that

competency of all course material has been achieved. This includes both theory & practical elements of training.

Infront Training Pty Ltd respects that its scope of registration typically covers competencies which are safety-centric and competency reflects our decision to deem the student a safe operator. Due to the nature of the training Infront Training Pty Ltd all students who are deemed competent must demonstrate comprehension of the course work. Failure to do so will result in a 'Not Yet Competent' outcome and no Statement of Attainment will be issued.

In the event that a student is issued a 'Not Yet Competent' outcome, the student may appeal the decision.

Infront Training Pty Ltd prides itself on transparency with its students and will provide you with feedback in relation to your assessment outcome at the end of training period.

We encourage you to ask any questions you have regarding the outcome of your assessment at the time of this outcome conversation.

If you are still unsure you may request a conversation with our Head Trainer who can discuss the outcome with the trainer involved and yourself.

If you still are not satisfied or disagree with your outcome you may appeal the decision.

Any and all appeals must be lodged by email in the following format:

**Email:** admin@infront-training.com.au

**Subject Line:** ATTN: Management – Appeal

Please provide as much detail about your appeal as possible in the email body

Infront Training Pty Ltd utilises all feedback including that of the appeals processes to continuously improve how it conducts training.

## Legal Requirements

Infront Training Pty Ltd is subject to an expansive range of legislation as it relates to business practices as well as training and assessment.

Throughout your training you will be made aware of legislative requirements.

Infront Training Pty Ltd stays up to date with legislative changes and requirements adjusting as required. In particular, Infront Training Pty Ltd abides by:

## Commonwealth Legislation

- Age Discrimination Act 2004
- Copyright Act 1968
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Human Rights and Equal Opportunity Commission Act 1986
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act (1998) including the National Privacy Principles

- Skilling Australia's Workforce Act 2005
- The National Vocational Education and Training Regulator Act 2011

### State Based Legislation (Queensland)

- Fair Trading Act 1989 (advertising and marketing)
- Coal Mining Safety and Health Act 1999
- Work, Health and Safety Act 2011 and Regulations (2011)

### Fees, Charges & Terms

Course fees are provided upon request by enquiring with Infront Training Pty Ltd. This may be provided verbally, in writing or in the form of a quote.

It is noted that Infront Training Pty Ltd does not allow online bookings for machinery courses. This is to ensure that every student is given relevant course information is provided & discussed prior to enrolment.

Payment of a non-refundable \$500 deposit constitutes enrolment, including acknowledgement of the contents of this handbook. Final payment is due the morning of training and provides the student with the following:

- Participation in the course for the disclosed duration of the program
- Access to course learning materials, necessary resources and equipment unless otherwise stated in the course information supplied
- Marking of assessments
- Reservation & use of machinery for the duration of the course
- Reservation & use of a trainer assessor on a one-to-one ratio (unless otherwise discussed)
- Post-training support
- Nationally Accredited Statement of Attainment – 1x hard copy, 1x PDF (digital)
- My Solution Training Job Ready Pack

Additional fees may be incurred, as agreed as prior disclosed, for the following:

- A wallet card of competencies
- Rescheduling fees
- Additional training requested
- Retaking the course due to a 'Not Yet Competent' outcome or failure to complete the course in the required timeframe
- Reprinting of Statement of Attainment (additional to the 1x hard copy provided)
- Optional express marking fee

All course fees are to be paid 72 hours ahead of commencement, as per the course information and can only be paid by credit card, direct bank transfer or Zip Money.

When a Zip Money authorisation has been approved, we will not release funds from your Zip account until 72 hours prior to commencement of your course. The preauthorisation will act as confirmation for your booking, in place of a non-refundable deposit. Tax Invoices will be issued upon payment and as an approved program, there is NO GST included in the course cost. Fees may vary depending on the course and or chosen units, recognition of prior learning or credit transfer.

## Fees in Advance

Infront Training Pty Ltd typically does not allow a deposit in excess of \$1,000, however we do recognise that in some circumstances this is unavoidable.

In the event that a student has prepaid a course, Infront Training Pty Ltd has provisions in place to assist the student with ensuring that the monies paid are protected.

## Cancellation, Withdrawal and Refund

If you withdraw from a course after your enrolment has been confirmed, and within 4 weeks of the commencement date, you will forfeit any fees paid up to \$1000.00.

Cancellation or rescheduling within 72 hours of your training commencement will attract a 50% cancellation fee. Cancellation within 48 hours of your training commencement will incur a 100% cancellation fee.

Rescheduling with more than 48 hours notice will incur a \$95 rescheduling fee.

All refunds will be issued within 48 working hours of cancellation.

Where a booking has been made with promotional or discounted pricing, rescheduling may forfeit any promotional discount as per the conditions of the promotion. Your invoice will be updated to reflect the full course cost & your rescheduling fee, as required.

Any on-site training (training not provided on Infront Training Pty Ltd premises) cancellations may be subject to further penalty, such as no refund applicable to paid travel costs. Please contact staff to discuss.

## Enrolment

Prior to enrolment, enrolment staff provide intending students with relevant course information including information in relation to course content, pre-requisite and other requirements, delivery arrangements, schedule and support services.

Upon initial enquiry with Infront Training Pty Ltd, you will be issued an email which contains this handbook. It is essential that you read, understand and accept the terms and conditions prior to enrolment.

Once a prospective student has made an educated & informed decision and are interested in undertaking a specific course, Infront Training Pty Ltd will endeavour to:

- a) Provide the student with enrolment forms & all relevant documentation as required
- b) Provide the student with all relevant fee and refund information including:
  - i. fees that must be paid to Infront Training Pty Ltd (My Solution Training); and
  - ii. payment terms and conditions including deposits and refunds;
- c) Inform the student of their rights as a consumer, including but not limited to any statutory cooling-off period, if applicable
- e) Confirm details with the student to ensure that the student:
  - i. is not an overseas student
  - ii. has photographic identification

- iii. understands the full the requirements for the training program that they have selected (including any pre-requisites, or entry requirements)
- iv. is informed about any government training entitlements and eligibility requirements
- v. has a copy of or access to this Student Handbook
- vi. completes a Language, Literacy and Numeracy (LLN) Skills Indicator test (if applicable) and ensure that it is marked, and results forwarded onto the student's assigned trainer or Training Manager for appropriate action.

## Recognition of Prior Learning

Recognition of prior learning (RPL) is the process in which a person's existing skills and knowledge are assessed to determine competency. As such, RPL is an assessment-only pathway and is offered to all learners who believe they can satisfy course requirements solely on the basis of their previous industry experience, prior training or familiarity with the material. If you intend to apply for RPL, you will need to provide supporting evidence showing how your skills and experience match the requirements of the qualification or units for which you are seeking recognition.

Recognition of Prior Learning (RPL) will be structured to minimise the cost and time to applicants whilst retaining the integrity of the national VET Quality Framework to recognise competencies in accordance with the requirements of Training Packages or Accredited courses Civil Safety will ensure that any applicant for Recognition of Prior Learning is provided with:

- Information about the units of competency relevant to their Recognition of Prior Learning application.
- Adequate information and support to enable the student to gather reliable evidence of competency.
- Opportunities to obtain feedback on the evidence proposed prior to finalisation of the application
  - Competencies for which RPL is being requested may have been developed through formal education and training, through work experience or training or through life experiences.
- A written statement from an appropriate supervisory person is required to confirm authorship of any work submitted.

It is accepted that RPL is an assessment of an individual's current knowledge, skills and attitudes even though the evidence produced in support of the claim for recognition may be drawn from the past. It is up to the RPL assessor to judge whether the evidence produced demonstrates current knowledge, skills and attitudes.

Please call the office on 1300 414 341 to discuss further with staff regarding eligibility requirements.

## Undertaking Training

All students undertaking training with Infront Training, in addition to abiding by the Student Code of Conduct, are obligated to ensure that they undertake their training in a safe and respectful manner.

## Academic Misconduct and Plagiarism Policy

Academic misconduct or plagiarism occurs when a student reproduces someone else's words, ideas, or findings and present them as their own without proper acknowledgment. It includes attempts by students to

cheat or act dishonestly in an examination, test, assignment, essay, or any other assessment task. There are many forms of academic misconduct or plagiarism, including the following:

- Direct copying of sentences, paragraphs or other extracts from someone else's published work (including on the Internet and in software);
- Utilising artificial intelligence (AI) software to source their answers;
- Producing assignments that should be their own independent work in collaboration with and/or using the work of other people;
- Using the work of other members of a group project without acknowledging who contributed the work;
- Copying from another student's and / or their work;
- Submitting someone else's work as their own;
- Using a diagram from another text or the Internet as a basis for your diagram without acknowledging the source;
- Buying an essay from the Internet or another student and submitting it as their own work;
- Making up fake quotes or sources.

Students who are found to be submitting plagiarised works in any form of assessment will be deemed Not Competent for the relevant Unit of Competency on confirmation of the breach. All confirmed cases of cheating or plagiarism these are recorded and kept on our electronic database. Submission of plagiarised works may result in immediate cancellation of training with no refund.

Infront Training Pty Ltd employs technology to check for AI & plagiarism. Thorough checks are conducted to ensure that all works submitted are that of the student.

## Work Health and Safety Procedures

Infront Training Pty Ltd recognises its responsibilities to Students to ensure a safe and healthy academic and working environment. We operate according to appropriate Work Health and Safety standards and procedures.

First aid kits are located on all premises used by Infront Training Pty Ltd. These are accessible during training if required via your trainer or administration.

The WHS Act applies to everyone who attends Infront Training Pty Ltd premises. All staff, students and visitors are responsibility for ensuring our learning environment remains safe and that their personal actions do not put the health and safety of others at risk.

Infront Training Pty Ltd Student Code of Conduct aims to address the student responsibilities in regards to WHS requirements.

Infront Training Pty Ltd Employee Code of Conduct aims to address the staff responsibilities in regards to WHS requirements, as well as additional and ongoing training provided to ensure safe operating procedures are implemented, maintained & adjusted accordingly. Students are advised to act in accordance with staff direction to ensure the safety of all persons on Infront Training Pty Ltd is ensured.

Training venue specific information about evacuation procedures, first aid, hazards and critical incidences and other necessary WHS requirements will be discussed at the induction session. This will include instructions for what to do in the event of an emergency.

Each assessment will have particular WHS requirements. Your trainer will brief you and is responsible for ensuring you are acting in accordance with said requirements. In the event that a trainer instructs you to cease all activity immediately, you **must** respond accordingly for your safety and the safety of others. Similarly, you are responsible for ensuring you are undertaking the direction and instruction of your trainer at all times.





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I arrived at MST for a simple Standard 11 Induction refresher and was offered a job due to my mining and civil experience.

I decided to take the leap into becoming a qualified trainer assessor.

Admittedly I was hesitant at first because I was sure I would retire in the mines, as I enjoyed a mining career.

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Our team and I have worked hard to provide an unbeatable training experience.

I am proud of what My Solution Training has accomplished and am excited to offer this opportunity to each student who chooses MST as their preferred provider.

Regards,

Mike Thompson

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*Director*

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Infront Training Pty Ltd

1/7 Sonia Court, Raceview, QLD 4305

Email: [admin@infront-training.com.au](mailto:admin@infront-training.com.au)

Web: [www.mysolutiontraining.com.au](http://www.mysolutiontraining.com.au)

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The courses we offer are not only designed to give you the knowledge and skills to be able to operate the machinery but to believe in yourself that you have the ability to enter the mining or civil construction sector.

### Mission Statement

*“To give an individual the opportunity through training, qualification, experience, knowledge and skills required to improve their employment future.”*

### Courses offered by Infront Training

My Solution Training offers several mining and civil construction including agricultural machinery courses. To discuss your individual needs please contact our office on 1300 414 341 or email [admin@infront-training.com.au](mailto:admin@infront-training.com.au)

For a list of our courses, please visit our website: <https://mysolutiontraining.com.au/course-packages/>

### Pre-enrolment

Infront Training will ensure that students are provided clear accurate and current information about the services offered by Infront Training to enable them to make informed decisions whilst studying. Infront Training ensures students are only offered places in courses for which they have been assessed as having the appropriate skills and experience.

### *Course information*

Detailed course information is available for all courses and course components, eligibility requirements, enrolment information, delivery and assessment arrangements, fees, and other relevant information.

### *Eligibility for enrolment*

For some training you may need to satisfy certain entry requirements to be considered eligible for admission. For example, there may be pre-requisites required or specific conditions relating to subsidised programs. Information on eligibility is supplied to you in course information prior to enrolment or can be obtained from administration.

Any student who enrolls with Infront Training Pty Ltd will be required to obtain or provide their Unique Student Identification (USI). Infront Training Pty Ltd is obligated under the Student Identifiers Act 2014 to ensure that all students are issued a USI.

Please see **Issuing Statement of Attainment** in this handbook for more information.

### *Before you enrol*

Before you enrol in any training with Infront Training you should take the time to read and understand this handbook taking particular attention to information on fees, payments, refunds, cancellations, code of conduct, complaints and appeals. Individual customised packages promotional pricing or other prices will be discussed with you prior to enrolment.

It is the responsibility of each learner to ensure that they understand the information provided. Should you have questions about any contents of this handbook please contact My Solution Training on 1300 414 341 or [admin@infront-training.com.au](mailto:admin@infront-training.com.au)

## Student Code of Conduct

When attending a course with Infront Training we will require you to read and understand the Student Code of Conduct. The Code of Conduct Agreement must be signed by each student when checking in for the morning of each day of training.

Infront Training is committed to providing a safe and respectful environment for all learners and we ask that all students comply with the code of conduct accordingly to achieve that.

1. Students must be wearing **appropriate clothing** at all times as per confirmation email provided at time of booking.
2. Students are **NOT** permitted on Infront Training Pty Ltd premises while adversely affected by drugs or alcohol. Students **may be required to complete a breath test / drug test** prior to operation of machinery.  
The possession use or sale of illicit substances on premises is strictly forbidden.
3. **Mobile phones** must be turned off or put on silent unless prior permission is received from the trainer.
4. **Smoking** is only permitted in designated smoking areas such as directed by trainer or management. Smoking is **NOT permitted** within any buildings, machinery or balcony of the premises regardless of weather conditions.
5. Students must be **punctual** and **prepared**. If running late for a genuine reason students must contact their booking agent or 1300 414 341. Students failing this may not be allowed to complete the course and no refund will be due.
6. Students are expected to treat staff and fellow students courteously and with consideration at all times. **Bullying/offensive language/discrimination** due to race, sex, religion **will not be permitted** under any circumstances. Any student found to be engaging in these behaviours will be spoken too and if not resolved will be asked to leave the premises immediately.
7. Students are required to take reasonable care of the Infront Training Pty Ltd equipment and facilities.
8. We are committed to promoting a safe and healthy work and study environment and recognise our obligation under the Workplace Health and Safety Act. To provide and maintain an environment where our employees and students are not exposed to hazards.  
The WH&S Act also requires individuals to take responsibility for contributing to their own safety in all circumstances. Conduct which constitutes a danger to anyone's health safety or personal well-being of themselves or others will not be tolerated.  
This includes (but is not limited to) physical abuse, threatening behaviour, harassment, discrimination, possession of dangerous weapons, or the creation of a condition that endangers or threatens the health and safety of themselves or others.
9. Misuse of training centre property, vandalism, theft, malicious or unwarranted damage or destruction, defacing, disfiguring or unsafe or unauthorised use of property is a violation of the Student Code of Conduct and can lead to prosecution.
10. Confidentiality – as an enrolled student you may become familiar with information that is confidential to that workplace. You must not divulge any information that you may become aware of.

11. If you have concerns about any aspect of our service or suggestions about improving services we want to know about them. You can bring your concerns and suggestions to the attention of relevant staff by emailing [admin@infront-training.com.au](mailto:admin@infront-training.com.au)
12. All students must respond to and comply with any reasonable requests made by Infront Training Pty Ltd staff including admin & trainers.

Sanctions including cancellation of training without refund and being asked to leave the training venue may be imposed. This will be the discretion of the director or the trainer in charge if the director is absent from the premises.

## Your Privacy

Infront Training Pty Ltd values the importance people place on their privacy and personal information. In line with the requirements of the National Privacy Principles of the Commonwealth Privacy Act and (1998) we will treat your privacy with respect. In some cases we will be required by law to make student information available to others such as Registering Bodies from State or Federal Government Departments. In all other cases we ensure that we will seek the written permission of the student before sharing their details.

We may collect information about you and your associates in connection with the performance of this agreement and the services. We may not be able to perform the services if all the information requested by us is not provided. Information collected and held about you and your associates may be used by us in connection with the performance of our obligations under this agreement (including provision of the Services). We may disclose such information to our related bodies corporate and contractors for the purposes of performing the services. Under the Privacy Act 1988 (Cth), individuals have rights of access to and correction of their personal information. We will comply with the Privacy Act 1988 (Cth) and any applicable regulations and codes in connection with the collection and use such information.

## Access to Confidential Information

Confidential information obtained by Infront Training Pty Ltd must be safeguarded. All information about students is not disclosed to third parties without written consent of the student except as required under the Standards for RTOs or by other law or contract requirement. Students are entitled to access their personal records upon request. Students outcomes must be retained and archived for 30 years in a form that is suitable for retrieval and transfer.

Requests to access your own records must be in writing in the following format:

**Email:** [admin@infront-training.com.au](mailto:admin@infront-training.com.au)

**Subject Line:** ATTN: Management – Student Record Request

Students requesting their information may be contacted to verify details for their own privacy protection.



## Student Records

Infront Training Pty Ltd follows the following procedures in regard to student records:

- All enrolment forms are completed by the student prior to training and filed electronically into our record keeping system.
- [LLN assessments](#) are completed by the student prior to training and filed electronically.
- Records of competencies achieved are assessed and completed by trainers and filed by administration electronically. This includes (but is not limited to) dates competency outcomes and trainer notes.
- Infront Training Pty Ltd will maintain a record of all Statements of Attainment achieved by its students

## Issuing Statement of Attainment

Students completing any of the Statements of Attainment (SOA) offered by Infront Training will be provided their certificate within 24 hours of assessments being completed correctly and competency being achieved. Where applicable and appropriate Infront Training will endeavour to issue students with their certificates same day.

The following exceptions may apply:

- **Monies owed:** in the event that a student has monies owing the certificate will be withheld until the outstanding balance is settled.
- **USI Errors:** occasionally USI will not be operational. In the event that USI is not operational Infront Training Pty Ltd is unable to verify & upload qualification as required. Certification will be issued once the USI system is functional again.
- **Completion of multiple SOA's:** a student completing several competencies will be issued all records upon completion of the final unit.

## Collection of Student Feedback

At some stage after completion of training students may be asked to complete a learner questionnaire survey. Infront Training Pty Ltd will store your feedback securely electronically. The feedback required will form part of Infront Training Pty Ltd.'s improvement planning process. Feedback provided in the course will assist with identifying areas for improvement and assist us with the continuous improvement that we are committed to.

## Complaints & Appeals

Infront Training Pty Ltd is committed to providing a healthy fair & equitable learning environment.

## Raising a Concern and/or Complaint

Where a student feels there is a problem or issue students are encouraged to raise this matter with the person concerned or administration staff who may be able to resolve it quickly and informally.

If this is not satisfactory or appropriate students should raise the matter with the Head Trainer who may be able to resolve the issue. If both these steps have not achieved a satisfactory outcome a formal complaint may be lodged. A formal complaint must be in written form. Once lodged the complaint will be referred to our Director who will direct the process of investigating the matter and ensure the student is kept informed usually by way of appointing a dedicated administrative staff member to the complaint to stay in touch with the student.

Infront Training Pty Ltd recognises that administrative/booking staff may have built rapport with its students in the process of the booking process and should a student feel more comfortable with that member of staff they can request that staff member to liaise with on behalf of the Director.

An investigation will be conducted which may result in a mediation as part of the process. Upon conclusion of an investigation, all parties involved will be notified of the detailed outcome in writing.

In the event that the investigation concludes the complaint is substantiated the Director will direct all staff to undertake corrective measures immediately and in an ongoing manner.

In the event that any substantiated allegation is made against a staff member Infront Training Pty Ltd is not at liberty to disclose any disciplinary action against said staff member to the student.

Students may appeal the outcome a complaint by following the below appeals procedure.

Students may appeal any decision resulting from this process or seek to involve an external agency such as the Australian Skills Quality Authority - <https://www.asqa.gov.au/> or Queensland Training Ombudsman. A National Training Complaints Hotline is also available: 13 38 73.

## Appealing an Assessment or Complaint Outcome

Students are provided 28 days to appeal any decision made by Infront Training Pty Ltd. This includes but is not limited to the outcome of a previously lodged complaint, a decision where enrolment is deferred or cancelled or an assessment outcome.

All appeals must be lodged in writing which will be assessed by the Director for validity & potential remedial actions. Any decision made by the Director the student will be advised in writing the outcome of the appeal and the reasons behind it.

In the event that the appeal is substantiated the Director will direct all staff to undertake corrective measures immediately and in an ongoing manner.

Infront Training Pty Ltd has several measures in place to ensure that ample & equitable measures are in place to avoid a 'Not Yet Competent' outcome on assessments.

These may include, but are not limited to:

- Where a 'Not Yet Competent' assessment outcome is achieved we will provide 1 additional day of training at no additional cost to the student before providing a final assessment outcome conducted by a assessor who is independent of the initial assessment outcome
- Providing assistance with theory in line with all regulatory & government body requirements. *Please note:* under no circumstances will we provide you answers. Any assistance provided will still need to ensure that you comprehend all course work
- Providing one-on-one training which while delivered to the required standards is individualised and adapted to the student in an encouraging & supportive environment

Despite this, Infront Training Pty Ltd does not assume guarantee or promise a 'Competent' outcome for any student. Infront Training Pty Ltd is obligated to ensure that all Statements of Attainment issued reflect a result which is satisfactory and no student is issued a Statement of Attainment if the trainer is not satisfied that

competency of all course material has been achieved. This includes both theory & practical elements of training.

Infront Training Pty Ltd respects that its scope of registration typically covers competencies which are safety-centric and competency reflects our decision to deem the student a safe operator. Due to the nature of the training Infront Training Pty Ltd all students who are deemed competent must demonstrate comprehension of the course work. Failure to do so will result in a 'Not Yet Competent' outcome and no Statement of Attainment will be issued.

In the event that a student is issued a 'Not Yet Competent' outcome, the student may appeal the decision.

Infront Training Pty Ltd prides itself on transparency with its students and will provide you with feedback in relation to your assessment outcome at the end of training period.

We encourage you to ask any questions you have regarding the outcome of your assessment at the time of this outcome conversation.

If you are still unsure you may request a conversation with our Head Trainer who can discuss the outcome with the trainer involved and yourself.

If you still are not satisfied or disagree with your outcome you may appeal the decision.

Any and all appeals must be lodged by email in the following format:

**Email:** admin@infront-training.com.au

**Subject Line:** ATTN: Management – Appeal

Please provide as much detail about your appeal as possible in the email body

Infront Training Pty Ltd utilises all feedback including that of the appeals processes to continuously improve how it conducts training.

## Legal Requirements

Infront Training Pty Ltd is subject to an expansive range of legislation as it relates to business practices as well as training and assessment.

Throughout your training you will be made aware of legislative requirements.

Infront Training Pty Ltd stays up to date with legislative changes and requirements adjusting as required. In particular, Infront Training Pty Ltd abides by:

## Commonwealth Legislation

- Age Discrimination Act 2004
- Copyright Act 1968
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Human Rights and Equal Opportunity Commission Act 1986
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act (1998) including the National Privacy Principles

- Skilling Australia's Workforce Act 2005
- The National Vocational Education and Training Regulator Act 2011

### State Based Legislation (Queensland)

- Fair Trading Act 1989 (advertising and marketing)
- Coal Mining Safety and Health Act 1999
- Work, Health and Safety Act 2011 and Regulations (2011)

### Fees, Charges & Terms

Course fees are provided upon request by enquiring with Infront Training Pty Ltd. This may be provided verbally, in writing or in the form of a quote.

It is noted that Infront Training Pty Ltd does not allow online bookings for machinery courses. This is to ensure that every student is given relevant course information is provided & discussed prior to enrolment.

Payment of a non-refundable \$500 deposit constitutes enrolment, including acknowledgement of the contents of this handbook. Final payment is due the morning of training and provides the student with the following:

- Participation in the course for the disclosed duration of the program
- Access to course learning materials, necessary resources and equipment unless otherwise stated in the course information supplied
- Marking of assessments
- Reservation & use of machinery for the duration of the course
- Reservation & use of a trainer assessor on a one-to-one ratio (unless otherwise discussed)
- Post-training support
- Nationally Accredited Statement of Attainment – 1x hard copy, 1x PDF (digital)
- My Solution Training Job Ready Pack

Additional fees may be incurred, as agreed as prior disclosed, for the following:

- A wallet card of competencies
- Rescheduling fees
- Additional training requested
- Retaking the course due to a 'Not Yet Competent' outcome or failure to complete the course in the required timeframe
- Reprinting of Statement of Attainment (additional to the 1x hard copy provided)
- Optional express marking fee

All course fees are to be paid 72 hours ahead of commencement, as per the course information and can only be paid by credit card, direct bank transfer or Zip Money.

When a Zip Money authorisation has been approved, we will not release funds from your Zip account until 72 hours prior to commencement of your course. The preauthorisation will act as confirmation for your booking, in place of a non-refundable deposit. Tax Invoices will be issued upon payment and as an approved program, there is NO GST included in the course cost. Fees may vary depending on the course and or chosen units, recognition of prior learning or credit transfer.

## Fees in Advance

Infront Training Pty Ltd typically does not allow a deposit in excess of \$1,000, however we do recognise that in some circumstances this is unavoidable.

In the event that a student has prepaid a course, Infront Training Pty Ltd has provisions in place to assist the student with ensuring that the monies paid are protected.

## Cancellation, Withdrawal and Refund

If you withdraw from a course after your enrolment has been confirmed, and within 4 weeks of the commencement date, you will forfeit any fees paid up to \$1000.00.

Cancellation or rescheduling within 72 hours of your training commencement will attract a 50% cancellation fee. Cancellation within 48 hours of your training commencement will incur a 100% cancellation fee.

Rescheduling with more than 48 hours notice will incur a \$95 rescheduling fee.

All refunds will be issued within 48 working hours of cancellation.

Where a booking has been made with promotional or discounted pricing, rescheduling may forfeit any promotional discount as per the conditions of the promotion. Your invoice will be updated to reflect the full course cost & your rescheduling fee, as required.

Any on-site training (training not provided on Infront Training Pty Ltd premises) cancellations may be subject to further penalty, such as no refund applicable to paid travel costs. Please contact staff to discuss.

## Enrolment

Prior to enrolment, enrolment staff provide intending students with relevant course information including information in relation to course content, pre-requisite and other requirements, delivery arrangements, schedule and support services.

Upon initial enquiry with Infront Training Pty Ltd, you will be issued an email which contains this handbook. It is essential that you read, understand and accept the terms and conditions prior to enrolment.

Once a prospective student has made an educated & informed decision and are interested in undertaking a specific course, Infront Training Pty Ltd will endeavour to:

- a) Provide the student with enrolment forms & all relevant documentation as required
- b) Provide the student with all relevant fee and refund information including:
  - i. fees that must be paid to Infront Training Pty Ltd (My Solution Training); and
  - ii. payment terms and conditions including deposits and refunds;
- c) Inform the student of their rights as a consumer, including but not limited to any statutory cooling-off period, if applicable
- e) Confirm details with the student to ensure that the student:
  - i. is not an overseas student
  - ii. has photographic identification

- iii. understands the full the requirements for the training program that they have selected (including any pre-requisites, or entry requirements)
- iv. is informed about any government training entitlements and eligibility requirements
- v. has a copy of or access to this Student Handbook
- vi. completes a Language, Literacy and Numeracy (LLN) Skills Indicator test (if applicable) and ensure that it is marked, and results forwarded onto the student's assigned trainer or Training Manager for appropriate action.

## Recognition of Prior Learning

Recognition of prior learning (RPL) is the process in which a person's existing skills and knowledge are assessed to determine competency. As such, RPL is an assessment-only pathway and is offered to all learners who believe they can satisfy course requirements solely on the basis of their previous industry experience, prior training or familiarity with the material. If you intend to apply for RPL, you will need to provide supporting evidence showing how your skills and experience match the requirements of the qualification or units for which you are seeking recognition.

Recognition of Prior Learning (RPL) will be structured to minimise the cost and time to applicants whilst retaining the integrity of the national VET Quality Framework to recognise competencies in accordance with the requirements of Training Packages or Accredited courses Civil Safety will ensure that any applicant for Recognition of Prior Learning is provided with:

- Information about the units of competency relevant to their Recognition of Prior Learning application.
- Adequate information and support to enable the student to gather reliable evidence of competency.
- Opportunities to obtain feedback on the evidence proposed prior to finalisation of the application
  - Competencies for which RPL is being requested may have been developed through formal education and training, through work experience or training or through life experiences.
- A written statement from an appropriate supervisory person is required to confirm authorship of any work submitted.

It is accepted that RPL is an assessment of an individual's current knowledge, skills and attitudes even though the evidence produced in support of the claim for recognition may be drawn from the past. It is up to the RPL assessor to judge whether the evidence produced demonstrates current knowledge, skills and attitudes.

Please call the office on 1300 414 341 to discuss further with staff regarding eligibility requirements.

## Undertaking Training

All students undertaking training with Infront Training, in addition to abiding by the Student Code of Conduct, are obligated to ensure that they undertake their training in a safe and respectful manner.

## Academic Misconduct and Plagiarism Policy

Academic misconduct or plagiarism occurs when a student reproduces someone else's words, ideas, or findings and present them as their own without proper acknowledgment. It includes attempts by students to

cheat or act dishonestly in an examination, test, assignment, essay, or any other assessment task. There are many forms of academic misconduct or plagiarism, including the following:

- Direct copying of sentences, paragraphs or other extracts from someone else's published work (including on the Internet and in software);
- Utilising artificial intelligence (AI) software to source their answers;
- Producing assignments that should be their own independent work in collaboration with and/or using the work of other people;
- Using the work of other members of a group project without acknowledging who contributed the work;
- Copying from another student's and / or their work;
- Submitting someone else's work as their own;
- Using a diagram from another text or the Internet as a basis for your diagram without acknowledging the source;
- Buying an essay from the Internet or another student and submitting it as their own work;
- Making up fake quotes or sources.

Students who are found to be submitting plagiarised works in any form of assessment will be deemed Not Competent for the relevant Unit of Competency on confirmation of the breach. All confirmed cases of cheating or plagiarism these are recorded and kept on our electronic database. Submission of plagiarised works may result in immediate cancellation of training with no refund.

Infront Training Pty Ltd employs technology to check for AI & plagiarism. Thorough checks are conducted to ensure that all works submitted are that of the student.

## Work Health and Safety Procedures

Infront Training Pty Ltd recognises its responsibilities to Students to ensure a safe and healthy academic and working environment. We operate according to appropriate Work Health and Safety standards and procedures.

First aid kits are located on all premises used by Infront Training Pty Ltd. These are accessible during training if required via your trainer or administration.

The WHS Act applies to everyone who attends Infront Training Pty Ltd premises. All staff, students and visitors are responsibility for ensuring our learning environment remains safe and that their personal actions do not put the health and safety of others at risk.

Infront Training Pty Ltd Student Code of Conduct aims to address the student responsibilities in regards to WHS requirements.

Infront Training Pty Ltd Employee Code of Conduct aims to address the staff responsibilities in regards to WHS requirements, as well as additional and ongoing training provided to ensure safe operating procedures are implemented, maintained & adjusted accordingly. Students are advised to act in accordance with staff direction to ensure the safety of all persons on Infront Training Pty Ltd is ensured.

Training venue specific information about evacuation procedures, first aid, hazards and critical incidences and other necessary WHS requirements will be discussed at the induction session. This will include instructions for what to do in the event of an emergency.

Each assessment will have particular WHS requirements. Your trainer will brief you and is responsible for ensuring you are acting in accordance with said requirements. In the event that a trainer instructs you to cease all activity immediately, you **must** respond accordingly for your safety and the safety of others. Similarly, you are responsible for ensuring you are undertaking the direction and instruction of your trainer at all times.